V.SHIV KUMAR

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Salesforce Consultant, Administrator and Business Analyst

SUMMARY

A **certified Salesforce Administrator, Salesforce Service Cloud Consultant** and a **certified Business Analyst** (BCS Business Analysis foundation level). Also trained in **Salesforce Dev-401** (App Builder). Having rich experience in Salesforce Administrator activities and deep understanding of CRM. Experienced in handling complex requirements coupled with working in diverse teams in **Global Delivery Model** (GDM) at various locations, utilizing **strong analytical and communication skills** to realize business goals and requirements into IT solutions.

➢ Excellent knowledge of **SDLC Life-Cycle** phases and knowledge in **Scrum/Agile** and **Waterfall** methodology.

➢ Expertise in **Risk management**, **Change management**, **Gap Analysis, Risk Analysis**.

➢ Worked with **virtual teams** located across **USA**, **Argentina**, **Europe, India, Philippines and China.**

➢ **Strong communication skills** to complement tracking & monitoring, status-reporting, issue escalation/remediation, requirement elicitation, requirement analysis, requirement management & communication, solution assessment & validation, and stakeholder meetings.

➢ Expertise in documenting and monitoring both **functional requirements and non-functional requirements.**

➢ Proven track record of working on complex initiatives.

CERTIFICATIONS, TRAININGS & PRESENTATIONS

• Certified as **Salesforce Service Cloud Consultant** in September 2020

• Certified **ITIL v4** in May 2019

• Certified as **Salesforce Administrator** in January 2018

• Trained in **Salesforce Dev-401 (App Builder)** in March 2016

• **Trained and certified in Business Analysis** Foundation level certification offered by the British Computer's Society (BCS).

WORK EXPERIENCE

Ultimate Kronos Group (Formerly Kronos Inc.) (March 2019 to Present)

• Support the existing Salesforce Service Cloud implementation, working on production support, small to medium enhancements and large strategic projects

• Build and maintain relationships with corporate and regional stakeholders, analyzing and understanding functional requirements, process transformation, best practices, cross-functional needs and system capabilities

• Collaborate regularly with other Business Analysts on cross-functional requests and solutions

• Support Project Managers planning, execution and management of project deliverables and risks

• Work together with technical teams in development and integration requirements along with custom extensions or adding functionality to existing business applications when needed

• Work closely with QA analysts and perform unit, functional, regression and user acceptance testing

Accenture (Dec 2013 to March 2019)

- Working as a Salesforce Administrator with responsibilities including creating and updating Reports and Dashboards, Users, Roles, Profiles, Page Layouts, Workflows, Validation rules. Also experienced with Salesforce Lightning rollout.
- And as a Business Analyst with responsibilities including requirement elicitation from clients, requirement analysis, churning out user stories, procuring sign offs, scope prioritization, transitioning the story to development and testing teams, resolving queries and conducting UAT.

Project experience:

- Manage my Sales provides a one-stop shop solution across all of Accenture globally for building and managing key client relationships, one place where individuals can go to get a 360-degree view of their accounts, and one platform for growing sales pipeline, qualifying opportunities and developing best-in-class strategies. Focussed on Accenture's sales process across the globe. It's a CRM application built on Salesforce.

- The Accenture High Performance Delivery Platform (HPDP) is a digital platform that integrates various delivery assets, methods, and tools to enable highly productive Application Services delivery, innovation, and intelligence through integration.

- Delivery Management System (DMS) provides a single window for management reporting and certain Delivery Performance related activities regarding engagement and projects across all Accenture delivery centres.

ACADEMIC CREDENTIALS

➢ Bachelor of Technology (Electronics &Communication Engineering) from Bharati Vidyapeeth's College of Engineering (GGSIPU)

Technical Skills :

- Experienced with Salesforce (Admin and Consultant) and Waterfall/Agile Methodology.
- *Computer Language Basics*: Apex, C++, SQL.
- Excellent knowledge of Microsoft Office suite of applications, office 365.

ACHIEVEMENTS & HONORS

- Recipient of Inspire Award in Accenture (twice)
- Recipient of Rock Star Award in Accenture (Once)
- 96.17 percentile in pH test held by elitmus *on 18th Aug,2013*
- Won several quiz and writing competitions at school as well as College Level
- Won several Movie Making Competitions at College Level
- *Interests & Hobbies*: Reading (esp. novels), playing (badminton & cricket), TED talks, Psychology

PERSONAL DETAILS

- Date of Birth: 2nd October 1990
- Residential Address: 216-A, D1-D2, Gautam Nagar, New Delhi – 110049
- Sex: Male
- Nationality: Indian
- Languages Known: English, Hindi, Tamil, (and a bit of) Spanish and Sanskrit

I hereby declare that the aforesaid information is true to the best of my knowledge and spirits.

V.Shiv Kumar